



CLIENT LIAISON/ANIMAL CARE ASSISTANT

Our aim is to create an environment where people are able to push themselves to be and give their best. To be a team that improves the lives of any animal or person that they come into contact with.

Never doubt that a small group of hard working people can change the world!

HOW TO APPLY



Miss Kelli A Vogt
Deputy Practice Manager

kelli.vogt@polsloe-
cranbrookvets.com

GET TO KNOW US ON SOCIAL MEDIA

 @cranbrookvets
@PolsloeVeterinaryClinic

 @polsloevets
@cranbrookvets

BRIEF JOB DESCRIPTION

DUTIES INCLUDING BUT NOT LIMITED TO:

Assisting nursing team in surgical/medical procedures (small animal and exotics)
Animal Handling
Kennel and Cattery Duties
Stock ordering
Reception duties (shared amongst staff)
Laboratory work
General administration duties including medical/surgical referrals, insurance claims.
Taking the lead with client communications including nurse email and ordering email.
You will have both administrative and animal care duties - the best of both worlds
Cleaning and infection control
Supporting the management team which could lead to external and internal training in supervisor roles.

We are looking for someone unique to fill this new and exciting role, there is a lot of scope to extend your role and grow within the practice. An idealistic, proactive, positive person. Your **personality** and **what drives and excites you** are extremely important to us.

ESSENTIAL - THIS DESCRIBES YOU

- You're an effective, clear communicator
- You're focussed on getting the details rights! You don't accept a half hearted approach from yourself or let little things slip through the cracks
- You ENJOY going above and beyond for clients and team members
- You understand that a team is compromised of many parts and each department, whether they may be managers or temporary staff, deserve inclusion & respect.
- The phrase "That's not my job" is not a part of your vocabulary, in fact - it angers you!
- You enjoy hard work and being busy
- You take responsibility for your words & actions. You understand that your attitude makes or breaks the day for YOU!

ESSENTIAL - IF THIS DESCRIBES YOU...PLEASE DO NOT APPLY

- You love to gossip!
- You prefer to sit and chat and have 'down time'.
- You use the phrases 'bad cat/dog', 'naughty cat/dog'.
- You have a problem with feedback
- You often say 'it doesn't matter...that will do'
- You hold grudges

FINER DETAILS

**SALARY - DEPENDANT ON EXPERIENCE/RIGHT CANDIDATE
COULD VARY - UP TO 44 HOURS A WEEK
COULD VARY UP TO 4 DAYS IN 7
NO AFTER HOURS
DEPENDENT ON HOURS - UP TO 28 DAYS LEAVE**